



Atlantic Hurricane Season **BE PREPARED.**

Emergency supply kit.
Evacuation routes.
Protecting your home.
During the storm.
Parish contact info.
Assisted evacuation.
Info for pet owners.
Power line safety.
Special needs info.
Recovery resources.
Debris pickup guidelines.
... and much more.

*Everything you need
to know about
storm preparation
in St. Charles
Parish in a
convenient cut-
and-post format!*

*Please keep this
brochure!*

ON THE COVER: HESCO
Baskets set up along
Bayou Des Allemands.

STCHARLESPARISH-LA.GOV/HURRICANE



"As we prepare to enter the most active portion of the 2013 Hurricane Season, please take a moment to review the information in this brochure. Forecasters are calling for an active season this year, and our parish remains uniquely vulnerable to all

levels of storm events. Help us remain a resilient parish by having a proper plan. Your parish government and its hardworking employees will do everything possible to mitigate threats to life and property."

– V.J. St. Pierre, St. Charles Parish President



THE WELL-STOCKED DISASTER SUPPLY KIT

Store all items in a waterproof container.

☐ **WATER:**

One gallon per person per day for 2 weeks.

☐ **NON-PERISHABLE FOOD:**

2-week supply of ready-to-eat canned meats, fruits and vegetables, canned juices, energy bars, vitamins, peanut butter, nuts, crackers and canned soups.

☐ **CLOTHING:**

Include at least one complete change of clothing and footwear per person. Include rain gear and sturdy shoes or work boots, as well as sunglasses and hats and gloves.

☐ **FIRST AID SUPPLIES:**

Bandages, antiseptic, tape, compresses, non-aspirin pain reliever, anti-diarrhea medication.

☐ **TOOLS AND EMERGENCY SUPPLIES:**

- ☐ Emergency manual.
- ☐ Flashlight / batteries.
- ☐ Non-electric can opener.
- ☐ Utility knife.
- ☐ Duct tape.
- ☐ Matches in waterproof box.
- ☐ Plastic storage containers.
- ☐ Battery-operated radio.
- ☐ Mosquito repellent / citronella candles.
- ☐ Camera and film.

- ☐ Batteries.
- ☐ Coolers for food and ice.
- ☐ Toilet paper, paper towels, towelettes.
- ☐ Cash or traveler's checks.
- ☐ Fire extinguisher – Small canister ABC type
- ☐ Paper cups, plates and utensils.
- ☐ DOTD Louisiana highway map.
- ☐ Plastic sheeting.
- ☐ Needles and thread.
- ☐ Pliers.
- ☐ Signal flare.
- ☐ Paper and pencil.
- ☐ Medicine dropper.
- ☐ Water purification – Chlorine tablets, iodine.

- ☐ **SPECIAL ITEMS:** Infant and medical supplies, supplies for elderly or disabled, 2-week supply of prescriptions.

- ☐ **ENTERTAINMENT:** Games and books.

☐ **IMPORTANT FAMILY DOCUMENTS:**

- ☐ Wills, insurance policies, contracts, deeds, stocks and bonds.
- ☐ Passports, social security cards, shot records.
- ☐ Bank account numbers.
- ☐ Credit card numbers and company addresses.
- ☐ Inventory of valuable household goods and important phone numbers.
- ☐ Birth, marriage and death certificates.



PET EVACUATION KIT AND ADVICE

MAKE SURE EACH ANIMAL HAS:

- ☐ Current rabies vaccination, license.
- ☐ Tags.
- ☐ Collar.
- ☐ Leash.
- ☐ Carrier.
- ☐ Current vet records.

☐ **FOOD, WATER AND MEDICATIONS:**

Have food and water for your animals for at least seven days and enough medication for two weeks.

- ☐ **MICROCHIP:** Animal Control recommends you microchip your animal in case you and your pet are disconnected.

- ☐ **ADVICE:** Search out animal-friendly hotels to stay in.
- ☐ Get a copy of your animals' current vet records in case of emergency.
- ☐ If your animal does not travel well, check with your veterinarian about medicines to ease your pet's anxiety.

PLEASE DO NOT LEAVE YOUR ANIMALS BEHIND! *For more information, contact the St. Charles Parish Animal Shelter at (985) 783-5010 or log on to www.stcharlesparish-la.gov/animalcontrol. Microchips and rabies vaccines are available at the shelter for a small fee.*



IMPORTANT NUMBERS & WEBSITES

AT&T U-Verse: 1-800-288-2020
www.att.com

ATMOS Energy: 1-888-286-6700
www.atmosenergy.com

Community Services: 985-764-7944
stcharlesparish-la.gov/communityservices

Contract Monitor: 985-331-8604

Cox Cable: 504-304-8444
www.cox.com

Entergy: 1-800-ENTERGY
www.entergy-neworleans.com

FEMA: 1-800-621-FEMA
www.fema.gov

Flood Insurance: 1-888-379-9531
www.floodsmart.gov

Jefferson Parish: 504-349-5360
www.jeffparish.net

Lafourche Parish: 985-637-5195
www.lafourchegov.org

La. State Police: 1-800-469-4828
www.lsp.org

Red Cross: 1-866-GET-INFO
www.redcross.org

St. Charles Hospital: 985-785-6242
www.stch.net

St. John Parish: 985-652-2222
www.sjbparish.net

United Way of SC: 985-331-9063
www.uwaysc.org

VIA Link Assistance: 211



SHELTERING IN PLACE

IF YOU CAN SAFELY STAY HOME DURING A STORM THREAT...

- ☐ Offer your home as shelter to friends or relatives who live in vulnerable areas or mobile homes.
- ☐ Check your disaster supply kit (previous page). Make sure you have at least a 2-week supply of food and water.
- ☐ Protect windows and glass doors with plywood or shutters. Secure boats.
- ☐ Clear ditches and catch basins to ensure proper drainage of rainwater.
- ☐ Stay inside and away from windows.
- ☐ If you lose power, turn off major appliances, such as the air conditioner and water heater, to reduce damage.
- ☐ If flooding threatens your home, turn off electricity at the main breaker.
- ☐ Avoid using the landline phone.
- ☐ Clear your yard of potential flying debris, including lawn furniture, potted plants, bicycles and trash cans.
- ☐ Open refrigerators sparingly to preserve food freshness.
- ☐ **Stay tuned for advisories about tap water and sewer usage.** It is common in St. Charles Parish for officials to ask residents to curtail use of activities such as clothes washing, dish washing, showering and flushing during storm events if there are widespread power outages.



MANDATORY EVACUATIONS

- ☐ Take the precautions to your property listed in the 'sheltering in place' checklist.
- ☐ Shut off electricity at the main source and lock up.
- ☐ Fuel and service family vehicles.
- ☐ Use recommended evacuation routes listed in this brochure. Be sure to leave early, before the onset of contraflow.
- ☐ Take along needed items in your disaster supply kit, especially important papers, extra clothing and food and water.
- ☐ Bring personal hygiene items (toothbrush, deodorant, etc.) and sleeping bags, pillows and blankets.
- ☐ Know where you are going, and get in touch with family members outside the affected region to alert them of your plans.
- ☐ Do NOT leave your pets at home. Pack a pet evacuation kit. (See instructions on previous page.)

For more information on hurricane preparedness, visit getagameplan.org or stcharlesparish-la.gov/hurricane online today!



ASSISTED EVACUATION PLAN

The St. Charles Parish Assisted Evacuation Plan is meant for those without transportation *who do not have special needs* and their companion animals. **USE OF THIS PROGRAM SHOULD BE A LAST OPTION.**

Residents should first work with neighbors, family, friends and social networks to secure transportation out of the parish in the event of a mandatory evacuation.

THOSE WISHING TO USE ASSISTED EVACUATION:

- ☐ Should register with St. Charles Parish Emergency Operations NOW. Please call (985) 783-5050 and speak to the emergency coordinator on duty.

Pick-up by school bus will be scheduled soon after a mandatory evacuation order is issued.

Evacuees will be staged at the West Bank Bridge Park in Luling and transported to the parish's shelter site outside of the storm surge area.

PETS SHOULD HAVE:

- ☐ Items in pet evacuation kit (previous page).

Animals will be housed separately. This service is **ONLY** available to those making use of the assisted evacuation program.

PLEASE BRING:

- ☐ **ONE BAG PER PERSON.**
- ☐ Personal medications. (Medications will not be available at the shelter.)
- ☐ Personal and/or comfort foods.
- ☐ Comfortable clothing.
- ☐ Needed toiletry items, especially for infants.
- ☐ Books and games for the kids.
- ☐ Pillows and blankets.



HURRICANE PREP SMARTPHONE APPS

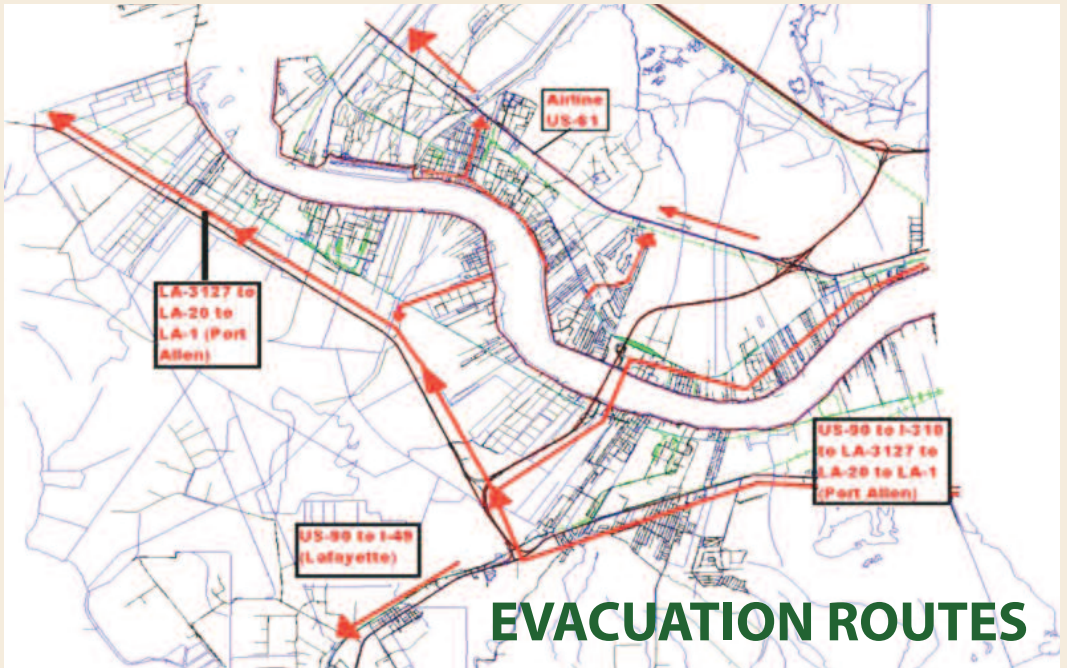
SEARCH FOR THESE SMARTPHONE APPS THAT PROVIDE PREPAREDNESS AND WEATHER INFORMATION.



- ☐ **Get a Game Plan:** From the Governor's Office of Homeland Security and Emergency Preparedness (iPhone)

- ☐ **iMap Weather Radio:** Receive critical alerts via voice and push notification regarding life-threatening weather events. (iPhone and Android)

- ☐ **Hurricane by American Red Cross:** Monitor conditions in your area or throughout the storm track, prepare your family and home, find help and let others know you are safe even if the power is out. (iPhone and Android)



If the parish calls for a mandatory evacuation, both sides of the river will be asked to evacuate at the same time. According to the state contraflow plan, once contraflow has started you will not be able to access I-10 from I-310. St. Charles Parish will evacuate 40 hours prior to the onset of tropical storm force winds.

Delays on the I-310 interchange connecting to I-10 West may be heavy. Expect local traffic to be heavy as well, especially LA 48 (East Bank River Road), U.S. 61 (Airline Hwy.) and U.S. 90. The state will set up information points for evacuees re-entering Louisiana on nine major Interstates and highways. Visit stcharlesparish-la.gov/hurricane and click on 'STATE GUIDE' to view the list.

EAST BANK: Residents living on the East

Bank should evacuate north following U.S. 61 to the I-10 and I-55 interchanges, taking I-55 through Hammond. An alternate route is to take LA-48 to I-310 south to LA 3127 north, turn onto LA 70 East then left on LA 3089. From here you are able to take either I-10 west to Baton Rouge or LA 1 to West Baton Rouge.

WEST BANK: Residents living on the West Bank are encourage to evacuate west on U.S. 90 to Lafayette then north on I-49. An alternate route is to take LA 18 to I-310 south to LA 3127 north, turn onto LA 70 east then left on LA 3089. From here you are able to take either I-10 west to Baton Rouge or LA1 north to West Baton Rouge.

Please become familiar with state highways as Interstates will be difficult to travel.



RE-ENTRY INFORMATION

St. Charles Parish uses an open re-entry approach.

This practice allows all residents and business owners access as soon as authorities deem it safe to enter and move about.

However, if a storm has caused significant damage, it may be necessary to allow access to essential personnel, such as first responders and cleanup crews **ONLY**.

St. Charles Parish authorities understand that it is important for those with assets in our parish to return quickly. The St. Charles Parish Sheriff's Office and Department of Emergency Preparedness will make every effort to allow all residents back as quickly as possible following a storm-related evacuation.

Please stay tuned to local media outlets and the parish website at stcharlesparish-la.gov for up-to-date re-entry information.



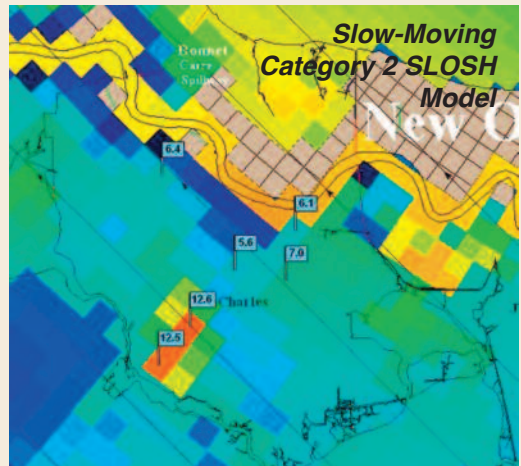
THREAT FROM HURRICANES IN SCP

St. Charles Parish is uniquely vulnerable to hurricanes and related wind and flooding damage, especially on the West Bank.

A slow-moving Category 2 storm has the potential to inundate 80 percent of the structures on the West Bank, especially in areas that have no current levee protection.

As we saw with 2012's Hurricane Isaac, even a Category 1 storm has the potential to create widespread flooding. Had Isaac's track shifted slightly to the west, the West Bank of St. Charles Parish could have seen flooding on par with what was experienced in the LaPlace area.

For more information on levee protection in St. Charles Parish, be sure to visit



www.scp levees.com. There you'll find a video overview of where the parish is and where it's going in terms of comprehensive protection for both the West Bank and the town of Montz on the East Bank.

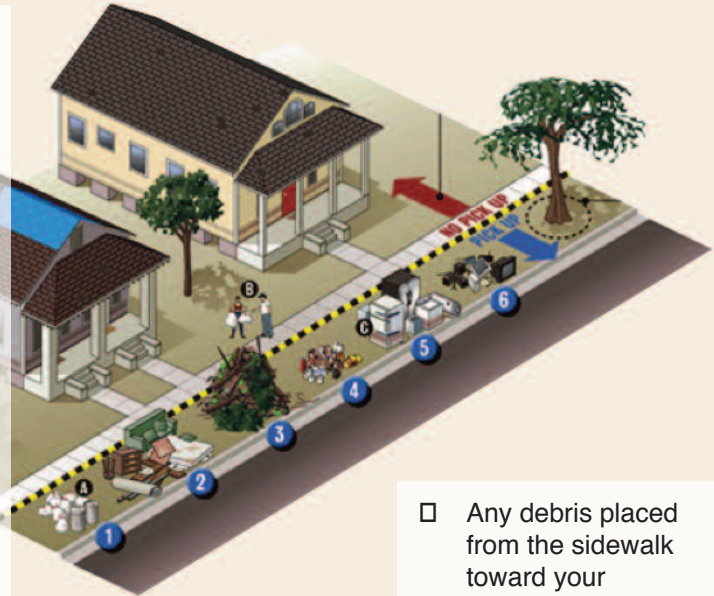


DEBRIS PICKUP GUIDELINES

Following these specific guidelines when hauling storm-related debris and household garbage to the curb will make for a speedier removal process.

SEPARATE INTO CATEGORIES:

1. **Household Garbage**
Bagged trash, discarded food, packaging and papers. All garbage should be placed curbside the night before a pickup as directed by the parish.
2. **Construction Debris**
Building materials, drywall, lumber, carpet, furniture, mattresses, plumbing.
3. **Vegetative Debris**
Tree branches, leaves, logs, cuttings.
4. **Household Hazardous Waste**
Oils, batteries, pesticides, paints, cleaning supplies, compressed gas.
5. **'White' Goods**
Refrigerators, washers, dryers, freezers, air conditioners, stoves, water heaters, dishwashers.



6. **Electronics**
Televisions, computers, radios, stereos, DVD players, telephones.

HELPFUL HINTS:

- ☐ Limit curbside garbage to two 32-gallon containers or 8 trash bags.
- ☐ **Do NOT bag storm debris.**
- ☐ Tires and shingles are not considered storm debris and should be separated as well.
- ☐ Refrigerator doors must be secured with duct tape.

- ☐ Any debris placed from the sidewalk toward your property or away from the parish right-of-way near the street will NOT be picked up. Contractors cannot collect items on private property.
- ☐ Do NOT set debris against trees or poles. Doing so makes it harder for cleanup crews to scoop up the items.
- ☐ Different types of debris will be picked up on separate passes.

Route updates will be posted to the parish website as appropriate.



RECOVERY INFORMATION

PRE-APPLY FOR DISASTER FOOD

STAMPS (DSNAP): Residents can pre-apply for DSNAP by visiting www.dcfsls.la.gov/preapply and www.getagameplan.org or by calling 1-888-LA-HELPU (1-888-524-3578).

Applicants must provide the following:

- ☐ Names, Social Security numbers and dates of birth for each household member.
- ☐ Current address and parish of household.
- ☐ Monthly income for each household member.
- ☐ All liquid resources for each household member (cash on hand, checking, savings and money market account balances and certificates of deposit).

The information will be kept confidential.

In the event that a disaster is declared and a DSNAP program is launched, residents, or their authorized representatives, who have pre-applied only need to visit a DSNAP issuance site to verify their information and identity, determine final eligibility and receive their benefit cards if eligible. Exact eligibility requirements and DSNAP issuance sites will be announced only after a disaster is declared. For more information on DSNAP, visit www.dcfsls.la.gov/dsnap.

GET DISASTER ASSISTANCE FROM

FEMA: If St. Charles Parish is declared a federal disaster area, residents may be eligible to receive individual assistance from

the Federal Emergency Management Agency. Residents can apply by visiting www.disasterassistance.gov or calling 1-800-621-FEMA.

A Disaster Recovery Center (DRC) is where survivors can meet face to face with FEMA staff to learn about various ways they can get help after a disaster. DRCs are set up in convenient locations to make it easier for survivors to learn about the disaster assistance process or to ask questions about their registration.

When a DRC location is set up in St. Charles Parish, the location, hours of operation and contact information will be available at the parish website (www.stcharlesparish-la.gov) or by using the DRC Locator provided by FEMA. To search for DRCs, text DRC and a ZIP Code to 43362 (4FEMA).

BUILDING PERMITS: Permits are required for the repair of storm-related damages to structures, including roof repairs. Damage to home or business electrical service requires permits and inspections prior to reconnection.

Please keep in mind that insurance companies frequently require proof of compliance with building codes for release of funds. For more information call the St. Charles Parish Department of Planning and Zoning at (985) 783-5060.

St. Charles Parish Council • Carolyn K. Schexnaydre, At-Large Division A
Clayton “Snookie” Fauchaux, At-Large Division B • Terrell Wilson, District I
William Billy Woodruff, District II • Wendy Benedetto, District III
Paul J. Hogan PE, District IV • Larry Cochran, District V • Traci Fletcher, District VI
Julia Fisher-Perrier, District VII



ATTENTION SPECIAL NEEDS RESIDENTS!

If you will require **assistance evacuating**, please contact the St. Charles Parish Emergency Operations Center immediately at (985) 783-5050.



POWERLINE AND ELECTRICITY SAFETY

- Stay away from downed power lines and areas of debris. Report downed lines immediately to Entergy at 1-800-ENTERGY, or call the St. Charles Parish EOC at (985) 783-5050.
- Don't walk in flooded areas or standing water. Remember that wet tree limbs can conduct electricity.
- Look for electrical system damage once power is restored. If you see sparks, broken or frayed wires, or the smell of hot insulation is noticeable, turn off the electricity at either the main fuse box or circuit breaker.
- Stay alert for natural gas leaks. If you smell natural gas, or if you hear a blowing or hissing noise, open a window and leave the area immediately. Do not operate electrical switches. If possible, turn the outside main gas valve off and call the gas company from a neighbor's house. ***For more safety tips, visit www.entergy-louisiana.com***

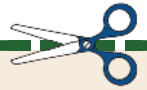


GET STRAIGHT TALK ON LEVEE PLANS FOR ST. CHARLES PARISH
FROM DIRECTORS, CONSULTANTS AND EXPERTS

Please share this valuable information with your friends and neighbors!

FOCUS ON LEVEES VIDEO SERIES

— watch at www.scplevees.com or at 4 p.m. daily on Cox Channel 6 —



HOME DAMAGE MITIGATION TIPS

Consider your financial resources and local building regulations via the SCP Department of Planning and Zoning.

Do you have enough flood insurance?

Homeowners' policies do not cover flooding, so you will need to purchase a separate policy under the National Flood Insurance Program. Visit floodsmart.gov.

Is the roof sheathing properly installed?

During a hurricane, wind forces are carried from the roof, to the exterior walls, to the foundation. Homes can be damaged when wind forces are not properly transferred. Roof sheathing (the boards or plywood nailed to the roof rafters or trusses) can fail during a hurricane if not properly installed. Examine the sheathing from the attic. If many of the nails have missed the rafters, you may need to re nail the sheathing.

Are end gables securely fastened?

In a hurricane, the side walls of the roof (end gables) take a real beating and can collapse. Gable bracing often consists of 2x4s placed in an "X" pattern at both ends of the attic: From the top center of the end gable to the bottom of the brace of the fourth truss, and from the bottom center of the end gable to the peak of the roof. If your end gables do not appear to be braced, use a licensed contractor to install bracing.

Are double entry doors secured?

For each double door, at least one of the doors should be secured at both the top of the door frame and the floor with sturdy sliding bolts. Most bolts that come with double doors are not strong enough to withstand high winds.

Has the garage door been secured?

If the door fails, winds can enter your home and blow out doors, windows, walls and roof.

Is the main electric panel board located above potential flood waters?

The main electric panel board should be at least 12 inches above the projected flood elevation for your home. The panel board height is regulated by code. All electrical work should be done by a licensed electrician.

Are electrical outlets and switches located above potential flood waters?

Consider elevating all electric outlets, switches, light sockets, baseboard heaters and wiring at least 12 inches above the projected flood elevation for your home. You may also want to elevate electric service lines at the point they enter your home. In areas that could get wet, connect all receptacles to a ground fault interrupter (GFI) circuit to avoid the risk of shock or electrocution. Have electrical wiring done by an electrician.

Does your sewer system have a backflow valve?

If flood waters enter the sewer system, sewage can back up and enter your home. To prevent this, have a licensed plumber install an interior or exterior backflow valve.

Are the A/C and water heater above potential flood waters?

The water heater can be placed on masonry blocks or concrete at least 12 inches above the projected flood elevation or moved to a higher floor. Outside A/C compressors, heat pumps or package units can be placed on a base of masonry, concrete or pressure-treated lumber. All work must conform to state and local building codes.



HOW TO STAY CONNECTED

St. Charles Parish offers a variety of ways to stay connected during storms and other emergencies.

PHONE:

- **Emergency Information Line**
1-888-SCP-9EOC
- **Emergency Operations Center**
(985) 783-5050
- **Parish President and Council Main Line**
(985) 783-5000

INTERNET:

- **Website**
www.stcharlesparish-la.gov
- **Facebook**
www.facebook.com/stcharlesgov
- **YouTube Channel**
www.youtube.com/stcharlesgov
- **Twitter**
www.twitter.com/stcharlesgov
- **Louisiana State Emergency Blog**
emergency.louisiana.gov

NEWS AND EMERGENCY MESSAGING:

- Click on 'Emergency Alert System' at www.stcharlesparish-la.gov to sign up

for e-mail, phone and text alerts directly from the St. Charles Parish EOC.

- Go to www.stcharlesparish-la.gov/enews to sign up for community news, including emergency press releases, road closures and other important notifications.
- Receive parish Tweets via text message by texting 'follow stcharlesgov' to 40404.
- Never miss a Facebook update by hovering over the 'Like' button on the parish page and then clicking 'Get Notifications.'

TELEVISION:

Government Access Channel 6 is available to Cox subscribers in St. Charles Parish.

RADIO:

1370 AM transmits emergency information during and after hurricanes.

** Please note that SCP provides complete updates to all New Orleans media outlets at least twice daily during hurricane events.*

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St. Charles Parish, Louisiana

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